



Solicitation Information

June 1, 2016

RFP# 7550670

TITLE: STUDENT LOAN BILLING SERVICES

Submission Deadline: June 30, 2016 at 2:00 PM (ET)

Questions concerning this solicitation must be received by the Division of Purchases at gail.walsh@purchasing.ri.gov no later than **Monday, June 13, 2016 at 5:00 PM (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURET REQUIRED: No

BOND REQUIRED: No

**GAIL WALSH
CHIEF BUYER**

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov.

Note to Applicants:

Offers received without the entire completed three-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island College Student Loan Office, is soliciting proposals from qualified firms to provide banking, billing, accounting, reporting, related services, and an interactive PC-based system, that will facilitate the consolidation of the College's need in the collection of loans from the Federal Perkins Loan Program, in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at www.purchasing.ri.gov.

The initial contract period will begin approximately July 1, 2016 for three years. Contracts may be renewed for up to three (3) additional years based on vendor performance and the availability of funds.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than 120 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.

7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.
8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090 or Raymond.lambert@doa.ri.gov.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website www.mbe.ri.gov or contact the MBE Administrator at (401) 574-8670 or Dorinda.keene@doa.ri.gov.

SECTION 2: BACKGROUND

Rhode Island College, a public higher education institution is seeking proposals from qualified firms to provide banking, billing, accounting, reporting, related services, and an interactive PC-based system, that will facilitate the consolidation of the College Student Loan Offices need in the collection of loans from the Federal Perkins Loan Program.

Specific Requirements

The Loan Servicer must possess extensive prior experience in Federal Loans, Collections, banking, billing, accounting and reporting. Having experience with an interactive PC-based system is desired.

SECTION 3: SCOPE OF WORK

General Scope of Work

The College seeks to contract with a company experienced in servicing student loan programs to provide a support system for the following College programs:

- ☐ Federal Perkins Loan Program

The Vendor will provide the following services for all loans: maintaining contact with the borrower, processing deferments and adjustments to borrower's accounts, periodic billing and other notifications, payment processing, loan reporting and training for loan personnel in the effective use of the Vendor's program.

Technical Specific Activities / Tasks

Customer Service

- 1. The College requires that our Student Loan Billing Servicer respond to all College and Borrower Telephone Calls, Email Inquiries, etc. within (24) hours of request. Does your company meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.**
- 2. The College requires that all Payment and Entitlement Processing be complete within (24) hours of receipt. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.**
- 3. The College requires that all Payment Processing take place in “real-time” and not within a batch process. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.**

4. The College requires that our Student Loan Billing Servicer provide secure, instant messaging services for the College and our borrowers to communicate with your Customer Service Representatives? Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
5. The College requires that our Student Loan Billing Servicer provide a free, automatic email notification to all borrowers when a payment, deferment/cancellation, and/or address change is processed. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
6. The College requires that our Student Loan Billing Servicer provide a free, automatic email notification to our delinquent borrowers when a payment has not been received by the required Due Date. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.

Cash Management/Payment Processing

1. The College requires that our Student Loan Billing Servicer have the ability to calculate interest both monthly and daily? Does your system have the ability to calculate interest both ways? Please answer “yes” or “no”. If “yes”, please explain in detail.
2. The College requires that our Student Loan Billing Servicer offer a PC-based Processing System (and not mainframe technology) with Local Area Network (LAN) Capabilities and real-time data access and processing. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
3. The College requires that our Student Loan Billing Software be available 24x7, 7 days a week, with zero downtime. Can your system meet this mandatory requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
4. The College requires that our Student Loan Billing Servicer’s Software allow the College Staff to narrow down a borrower’s Transaction History by opting to only view: New Loans & Advances, Deferments & Cancellations, Payments & Other Transactions, and/or All Transactions. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.
5. The College understands the need to “archive” zero-balance accounts. However, the College requires instant access (i.e. without requesting the information from the servicer) to all archived accounts and all information (e.g. not just Transaction History), as if the account was never archived at all. Does your system meet this requirement? Please answer “yes” or “no”. If

“yes”, please explain in detail.

- 6. The College requires that our Student Loan Billing Service’s Software maintain a month-by-month, 10-Year Perpetual Billing History, on each borrower, from the date the borrower enters Repayment. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.**
- 7. The College requires that our Student Loan Billing Servicer’s System track and instantly display both the Deposit Amount (i.e. Total Amount of the Check) and the Amount prorated towards each individual loan or debt type, when payments are applied to the system for multiple loans / debts. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.**
- 8. The College requires that our Student Loan Billing Servicer’s System allow a borrower to schedule Permanent ACH Payments (i.e. Recurring ACH Payments until the borrowers balance equals zero) and Temporary ACH Payments (i.e. Temporary ACH Payments for “X” number of months) on the 1st, 10th, 15th, or 20th of each month. Does your system and website meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.**
- 9. The College requires that our Student Loan Billing Servicer allow a borrower to schedule and make a one-time, on-demand, ACH Payment on any given day of the month. Does your system and website meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.**
- 10. The College requires that our Student Loan Billing Servicer’s System generate an automatic Billing Statement when an ACH Borrower becomes delinquent due to an ACH-NSF (i.e. Non-Sufficient Funds). Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.**
- 11. The College requires that our Student Loan Billing Servicer’s Software contain the Low Income School Directory, for a minimum of the last (5) years, to facilitate automation and save the College Staff time when processing Teaching Cancellations. In addition, your system must automatically notate the School Name, County Name, State and Year within Memos for instant access. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.**
- 12. The College requires that our Student Loan Billing Servicer’s Customer Service Representatives and Website have the ability to accept Visa, MasterCard, American Express and Discover Card, as a method of borrower repayment. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.**

- 13. The College requires that our Student Loan Billing Servicer offer a mobile application that would allow our borrowers to manage their accounts including the ability to make payments using their mobile devices. Can you meet this mandatory requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.**

Standard and Custom Reports

1. The College requires that our Student Loan Billing Servicer’s Software allow College Staff to produce reports on-demand, by allowing the end user to create, view, and print reports at any given time. As an example, and assuming that today’s date is March 17th, does your system provide the ability to instantly create and print an updated Month-End Management Report, which reflects activity dated March 1st through March 17th. Please answer “yes” or “no”. If “yes”, please explain in detail.

2. The College requires that our Student Loan Billing Servicer provide us with the ability to retrieve our Monthly Management Reports in the following formats. Please indicate whether each Management Report Format is currently available by answering “yes” or “no” in the space provided. If “yes”, please explain in detail.

- | | | |
|--------------------------|-------------------------------|-------|
| <input type="checkbox"/> | Microsoft Excel Format | _____ |
| <input type="checkbox"/> | PDF Format | _____ |
| <input type="checkbox"/> | Text Format | _____ |

3. The College requires that our Student Loan Billing Servicer provide the College Staff with the ability to instantly retrieve a copy of any Month-End Management Report for any month and year that the College has been a client? Does your company meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.

Standard and Custom Interfaces

1. The College requires that our Student Loan Billing Servicer provide all of the following Standard Interfaces at no additional charge to the College. Please indicate whether each Standard Interface is currently available by answering “yes” or “no” in the space provided. If “yes”, please explain in detail.

- | | | |
|-----------|--|-------|
| a. | Award Files for On-Line Entrances & eSig MPNs | _____ |
| b. | Signed Promissory Note Files to Release Disbursements | _____ |
| c. | Holds on Transcripts based on Unsigned Exits Files | _____ |
| d. | Holds on Transcripts based on Delinquency Files | _____ |
| e. | Student Identification Number (SID#) Files | _____ |
| f. | Student / Borrower Email Address Files | _____ |
| g. | General Ledger / Accounting Feed Interface Files | _____ |
| h. | Registration Files for Borrower Separation | _____ |
| i. | Clearinghouse Files for Borrower Separation | _____ |
| j. | Graduation Files for Borrower Separation | _____ |

- k. Delinquent Receivable Payment Files for A/R Systems Updates _____
- l. Demographic Information Files for Campus Database Updates _____

2. For all Interfaces coming from the Student Loan Billing Servicer's System (ex: Signed Promissory Note Files, Hold on Transcript Files, General Ledger / Account Feed Files, Delinquent Receivable Payment Files, Demographic Information Files, etc.), the College requires that our Student Loan Billing Servicer provide these required Interface Files in our File Layout and Formats due to limited internal IT Staff Resources. Does your system meet this requirement? Please answer "yes" or "no". If "yes", please explain in detail.

3. Conversely, all Interfaces coming from the College (ex: Award Files, New Loan / Advance Files, Registration Files, Graduation File, etc.), must be accepted and processed by our Student Loan Billing Servicer in our existing File Layout and Formats (rather than conforming to your specific File Layout and Format Requirements) due to limited internal IT Staff Resources. Does your system meet this requirement? Please answer "yes" or "no". If "yes", please explain in detail.

Collections

1. The College requires that our Student Loan Billing Servicer's Software contain a fully integrated Collection Module to automatically and manually place and recall accounts to our Internal Collectors based on College Collection Parameters. Does your system meet this requirement? Please answer "yes" or "no". If "yes", please explain in detail.

2. The College requires that our Student Loan Billing Servicer's Software provide the College Staff with the ability to manually place and recall Collection Agency Accounts through your system. Does your system meet this requirement? Please answer "yes" or "no". If "yes", please explain in detail.

3. The College requires that all manually placed Collection Agency Accounts be available to our Collection Agencies in less than (24) hours. Does your system meet this requirement? Please answer "yes" or "no". If "yes", please explain in detail.

4. The College requires that our Student Loan Billing Servicer's Software have the ability to automatically place and recall all of our Collection Agency Accounts (according to our specific College Placement Parameters) through a fully customized Auto Agency Placement Process. The College also requires that our Collection Agencies (and our Staff) are provided with an "Agency Warning Report" to indicate the accounts that have not had any "activity" for the past (9) and (11) months as a pre-cursor to the 12-month Automatic Account Recall(s). Does your system meet this requirement? Please answer "yes" or "no". If "yes", please explain in detail.

5. The College requires that our Student Loan Billing Servicer's Software have the ability to automatically calculate and display Collection Agency Fees Due (on-line and in real-time) once an account is placed with a Collection Agency – and not at the time

when a Collection Agency Payment is being applied to the borrower's account. Does your system meet this requirement? Please answer "yes" or "no". If "yes", please explain in detail.

6.The College requires that our Student Loan Billing Servicer's Software track all Collection Letters sent via the system, as well as all comments and/or actions taken by our Internal Collection Staff, including: Date, Time, Action Taken, and By Whom. Does your system meet these requirements? Please answer "yes" or "no". If "yes", please explain in detail.

7.The College requires that our Student Loan Billing Servicer's Software provide the ability for College Staff to instantly create an Address Profile Report for a single borrower to view and/or print all current and/or historical Name and Address Information for the borrower, references, etc. Does your system meet this requirement? Please answer "yes" or "no". If "yes", please explain in detail.

8.The College requires that our Student Loan Billing Servicer's Software provide the ability for College Staff to instantly create a Balance Profile Report for a single borrower to instantly view and/or print the borrower's Principal Balance History as it's reduced due by borrower payments, cancellations, etc. Does your system meet this requirement? Please answer "yes" or "no". If "yes", please explain in detail.

9.The College requires that our Student Loan Billing Servicer's Software provide the ability for College Staff to instantly create an Account Profile Report for a single borrower, on demand. The Account Profile Option should allow the College to select, view, and/or print all Transaction History, by Date Range and/or Transaction Type (i.e. Advances, Deferments, Cancellations, Payments, etc.) for a specific borrower. Does your system meet this requirement? Please answer "yes" or "no". If "yes", please explain in detail.

10.The College requires that our Student Loan Billing Servicer's Software provide the ability for College Staff to instantly create a Screen Profile Report for a single borrower to capture and print all of the information displayed on the Primary Window. Does your system meet this requirement? Please answer "yes" or "no". If "yes", please explain in detail.

11.The College requires that our Student Loan Billing Servicer's Software provide the ability for College Staff to instantly create a Collection Profile Report for a single borrower on demand. The Collection Profile Option should allow the College to select, view, and/or print all Collection Memos by Date Range for a specific borrower. Does your system meet this requirement? Please answer "yes" or "no". If "yes", please explain in detail.

Credit Bureau Reporting

1. The College requires that our Student Loan Billing Servicer report to all (4) National Credit Bureaus, which are: Experian, Equifax, TransUnion, and Innovis. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.

2. The College requires that our Student Loan Billing Servicer maintain a month-by-month, 10-Year Perpetual Credit Bureau History on each borrower from the date of first disbursement. Does your system meet this requirement? Please answer “yes” or “no”. If “yes”, please explain in detail.

Miscellaneous

1. If your company is owned by a parent company, please indicate the name of your parent company?

☐ **Please describe any potential “conflicts of interest” between your Loan Servicing Company and Parent Company, if applicable.**

2. Please indicate the total number of Student Loan Servicing Clients that you have lost within the past (5) years.

☐ **Please include Contact Information for each (i.e. School Name, Contact Name, Phone #, Email Address, etc.) and the name of the Student Loan Billing Servicer that you provided De-Conversion Information to.**

3. Please indicate the total number of new Student Loan Servicing Clients that you’ve added within the past (5) years.

☐ **Please include Contact Information for each (i.e. School Name, Contact Name, Phone #, Email Address, etc.)**

☐ **Please be sure to remove all non-Student Loan Servicing Clients from this total number and/or other clients potentially added by your parent company that are not applicable to this question (ex: Collection Agency Accounts).**

4. If you’ve recently enhanced your Student Loan Servicing Technology / Platform, please indicate the date in which your product went “live”.

☐ **Based upon your previous response, please indicate the total number of clients actively utilizing your “new” Student Loan Servicing Platform to date and the total percentage that this group represents out of your entire client base (ex: 2 out of 400 or .005%).**

☐ **Please provide contact information for each of these clients utilizing your new Student Loan Servicing Platform and indicate the number of years and months since each client was converted to your new platform.**

☐ **If you’ve recently enhanced your Student Loan Servicing Technology / Platform, please be sure to provide the most current Third-Party SAS-70 Compliance Audit Results to ensure full Federal Regulatory Compliance.**

5. If you’ve recently enhanced your Student Loan Servicing Technology / Platform,

please provide the total number of Colleges and Universities that your company has converted from other Student Loan Billing Software Packages (i.e. In-House / Homegrown, Competitors, etc.) to your new platform. Important note: This list should not include your own clients that have been upgraded to your new platform, but rather all new conversions converted to your new Student Loan Servicing Platform.

□ Please provide contact information for each of these clients and specifically indicate which system or servicer each conversion originated from.

SECTION 4: TECHNICAL PROPOSAL

Narrative and format: The separate technical proposal should address specifically each of the required elements:

1. Staff Qualifications – Provide and describe qualifications and experience of key staff who will be involved in this project, including their experience in the field of Student Loan Servicing.
2. Capability, Capacity, and Qualifications of the Offeror - Please provide a detailed description of the Vendor's experience as a Student Loan Servicer. A list of relevant client references must be provided, to include client names, addresses and phone numbers.
- 3 Work plan - Please describe in detail, the framework which requested services will be performed. The following elements must be included: 1) methods used to contact borrowers 2) methods used for borrowers to make payment 3) collection proceeding, how often are due diligence phone calls made, are past due letters mailed every month (30,60,90days) prior to collections. 4) methods used to report payments received from borrowers. 5) Is there a system in place that picks up on account errors (change in account status)? If so, how is the College notified?
- 4 Approach– Define the approach that will be used by your company. What procedures will be used to ensure accurate and timely reconciliation reports? Are custom reports available and if not do you have the ability to create custom reports? Is there automatic placement with collection agencies for severely delinquent accounts?

SECTION 5: COST PROPOSAL

Detailed Budget and Budget Narrative:

Provide a proposal for fees charged for the billing services outlined in this proposal. Fee structure may include rates charged for the borrowers in grace, in school and in deferment. What are the fees for due diligence calls and urgent mail demand letters? What are the charges for LVC Assessment and Credit Bureau reporting? What the estimated costs are for services overall? Please provide both monthly and quarterly breakdowns. Please explain the basis and rationale of your fee structure.

SECTION 6: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 65 (92.9%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 65 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The Rhode Island College Student Loan Office reserves the exclusive right to select the Student Loan Servicer that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Staff Qualifications	15 Points
Capability, Capacity, and Qualifications of the Offeror	25 Points
Quality of the Work plan	20 Points
Suitability of Approach	10 Points
Total Possible Technical Points	70 Points
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points *	30 Points
Total Possible Points	100 Points

*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 * 30 = 19.5$$

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal. Applicants may be required to submit additional written information or be asked to make an oral presentation before the Technical Review Committee to clarify statements made in their proposal.

SECTION 7: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at no later than the date and time indicated on page one of this solicitation. Please reference **RFP #7550670** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 222-3766 or lynda.moore@doit.ri.gov.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus four (4) copies**) should be mailed or hand-delivered in a sealed envelope marked "**RFP# 7550670 Student Loan Billing Services**" to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

RESPONSE CONTENTS

Responses shall include the following:

1. A completed and signed three-page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
2. A completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
3. **A separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The Technical Proposal is limited to 10 pages.
4. **A separate, signed and sealed Cost Proposal** reflecting the monthly and quarterly rate, or other fee structure, proposed to complete all of the requirements of this project.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-Rom, disc, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked "original".

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of Purchases/General Terms and Conditions can be found at the following URL: <https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>